

.

From: Nassif, Julianne (DPH)
Sent: Friday, May 04, 2007 1:07 PM
To: Piro, Peter (DPH); Stevenson, Allan (DPH); Salemi, Charles (DPH)
Subject: RE: Software/instrument Malfunction

Peter,
Bob Maas agreed to a new instrument yesterday. Please let me communicate with him directly about this matter.
Thanks,
Julie

-----Original Message-----

From: Piro, Peter (DPH)
Sent: Friday, May 04, 2007 12:59 PM
To: Stevenson, Allan (DPH); Nassif, Julianne (DPH)
Subject: FW: Software/instrument Malfunction

-----Original Message-----

From: thomas_nagy@agilent.com [mailto:thomas_nagy@agilent.com]
Sent: Friday, May 04, 2007 11:57 AM
To: Piro, Peter (DPH)
Subject: Re: Software/instrument Malfunction

Thanks Pete:

I have forwarded this info. to Steve Hite.

Tom

----- Original Message -----

From: Piro, Peter (DPH) <Peter.Piro@state.ma.us>
To: thomas_nagy@agilent.com <thomas_nagy@agilent.com>
Cc: Stevenson, Allan (DPH) <Allan.Stevenson@state.ma.us>; Nassif, Julianne (DPH) <Julianne.Nassif@state.ma.us>; Bob_Maahs@agilent.com <Bob_Maahs@agilent.com>
Sent: Fri May 04 09:56:03 2007
Subject: Software/instrument Malfunction

Tom,

The new version of software that came with the computer aborted my sequence during my second run. After injecting a sample, and while running, chemstation closed down. Everything needed to be rebooted to get the instrument to work. If your in-house people claim this software can do thousands of injection without a problem then maybe my instrument needs to finally be replaced.

Peter Piro

Drug Laboratory